

I am concern about the lack of protection the consumer has when doing bussiness with wireless phone companies. When entering into a contractual agreement with the wireless provider, I enter into contract with the wireless providers stating that I will pay my bill on time when it arrives. However, the wireless provider can create a nighmare with billing errors every month, add erroneous charges to my bill and when a consumers dispute those charges, we have no recourse. The contractual agreement between the wireless companies and the conumers should be regulated by the FCC. A dissatisfied consumers who's billing disputes go unanswered should be allowed to switch to another provider without the paying the excessive fees added by the wireless companies by cancelling service. Presently, the consumers is told by the wireless companies that we the consumer have a contract with the wireless company and they will charge over \$250 in penalties for early termination. However, there seems to be no recourse when the wireless company fails to provide the level of service that one has signed up for. Presently, all wireless contract allow the consumer to opt out of the contract 20 day after activation. This is worthless since most consumers don't get their first bill after 30 or more days. How can a consumer evaluate wireless service if the first month statement bill sent to the consumer is past the 20 days? After 20 days, you are stuck with the provider, and if you find or have problems, you are subject to early termination fees. I hightly ask the FCC to please look into this matter. I beleive a consumer should be given a minimum of 90 day to either continue the service with the provider or opt out. 20 day is not fair to the consumers. I am sure most of the FCC complaints are of wireless companies overcharging, not meeting their obligations to the consumers. I am writing this out of fustration with companies like ATT Wireless. After my first three month of dealing with ATT, and monthly disputes with billing, I decided I was better off paying the fees and penalties(Almost \$700.00) I firmly beleive that the wireless industry is out of control and congress and the FCC need to established consumer protection guidelines and ensure contract agreements protect both the wireless companies and the consumers. Not just the wireless companies.

Sincerely,

S Rosado